

Customer Service

Adelaide-based Customer Care Centre



1300 SA WATER
(1300 729 283)



customercare@sawater.com.au



Live chat
www.sawater.com.au

SA Water, the leading provider of water services for around 1.7 million South Australians, has been working together with the community to supply safe, clean drinking water and a dependable sewerage service for more than 160 years.



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CT5015748

AGENCY 1865618

Total amount due:

\$157.45

Pay by:

24 Dec 21

Your water use snapshot

Your average daily water use compared with the same quarter in previous years. To see how you compare to similar households visit www.sawater.com.au/mybill.



Your average daily cost for this quarter
\$1.71

Your account

Account no.	44 16932 00 2
Invoice date	01 Dec 21
Non-residential	U2 9 MCGOWAN ST POORAKA UNIT2 S5150

Account summary

Previous balance		\$157.42
Amount paid	⊖	\$157.42
New charges	⊕	\$157.45
Current balance	⊖	\$157.45

Fees may apply for late payment.

Paper, Pee and Poo



Flush anything else and it just won't do!

Remember the three Ps (toilet) paper, pee and poo, so we can keep your sewerage network and your property's pipes healthy and blockage free.

Watch videos on what not to flush at sawater.com.au

Property value

You may object to the valuation referred to in this notice by writing served personally or by post to the Valuer-General within 60 days after the date of service of this notice.

But note:

- (a) If you have previously received a notice or notices under the Water Industry Act 2012 referring to the valuation and informing you of a 60 day objection period, the objection period is 60 days after service of the first such notice;
- (b) You may not object to the valuation if the Valuer-General has already considered an objection by you to that valuation.

The Valuer-General may extend the 60 day objection period where it can be shown there is reasonable cause by a person entitled to make an objection to a valuation.

A written objection to valuation must set out the full and detailed grounds for objection. Objections can be submitted via an online form at sa.gov.au/landservices, or email objection to LsgObjections@sa.gov.au with all valuation enquiries to 1300 653 346.

Customer charter

Read our Standard Customer Contract and Customer Charter at www.sawater.com.au

Change of your address

Change your postal address online via mySAWater or at www.sawater.com.au. If ownership of your property changes, please refer all settlement queries to your conveyancer.

Concessions

Eligible concession card holders or people assessed as being on a low income may be able to claim a remission on water and sewerage rates. Visit sa.gov.au/concessions or call 1800 307 758 to find out more.

Payment assistance

If you are unable to pay your bill by the 'pay by' date, you can request an extension or setup a payment arrangement by calling 1300 SA WATER (1300 729 283) or with mySAWater.

Interpreter service

If you require an interpreter, please call 131 450 and request the language you need.

+Υπηρεσία Διαμενηείας τηλεφωνήστε στο 131 450

Servizio interpreti: per favore chiama 131 450

दुभाषिया सेवा: कृपया 131 450 पर फ़ोन करें

Cần Dịch Vụ Thông Ngôn, xin gọi cho số 131 450

传译服务: 请拨打电话 131 450

خدمة الترجمة الشفهية: يرجى الإتصال على الرقم 131 450
خدمات ترجمه: خواهشمند است تا با شماره تلفن 131 450 تماس حاصل نماييد.

Water

Quarterly meter reading of water use in kilolitres (1kL = 1,000 litres) and the supply charge.

Meter(s)	Previous reading	Current reading	Use
K20525037	04 Aug 21	322 04 Nov 21	2kL
Total reading(s)		324	2kL

Proposed next read between 20 Jan 22 and 04 Feb 22

Charge Type	Period	Water Use	Price	Charge
Water use	04 Aug 21 to 04 Nov 21 (92 days)	2.00kL	2.00kL at \$2.806	\$5.61
Supply charge	01 Oct 21 to 31 Dec 21			\$68.60

Total Water



\$74.21

Sewerage

Access charge	01 Oct 21 to 31 Dec 21	Property value: \$310,000 at 26.85 cents per \$1000	\$83.24
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The quarterly charge for sewerage services (access to mains network, removal and treatment) is based on the property value as determined by the Valuer-General.

Total Sewerage



\$83.24

Total



\$157.45

Total GST of this invoice

\$0.00

Paying your bill



Billers code: 8888

Ref: 4416932002

Telephone and Internet Banking — BPAY®

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More information at bpay.com.au

Paying online

Pay online at www.sawater.com.au/paynow for a range of options. Have your account number and credit card details to hand.

Paying by phone

Call 1300 650 870 and pay by phone using your Visa/Mastercard 24/7.



Direct debit

Call us on 1300 SA WATER (1300 729 283) or sign up to mySAWater and switch to eBills and view, pay and manage your account online. Visit www.sawater.com.au/directdebit to learn more.



Paying by mail

Post your payment slip and cheque/money order to SA Water GPO Box 4682 Melbourne Victoria 3001.



Paying in person

Pay at a Commonwealth Bank branch (excluding Express Branches) or Australia Post - no credit cards accepted.

Payment slip

Total amount due \$157.45

Pay by date 24 Dec 21

Account no. 44 16932 00 2

Invoice date 01 Dec 21



*591 4416932002

For credit: SA Water

Trancode User code Customer ref no.

831 009915 000441693200012



For more payment options, including extensions, visit www.sawater.com.au or call 1300 SA WATER (1300 729 283). ©Registered to BPAY Pty Ltd ABN 69 079 137 518

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